

RECREATION DELIVERY SYSTEM
GOALS & OBJECTIVES FY 2003
Tickets N' Tours (TNT)

Goal: To provide quality customer service during FY 03.

Objectives:

1. Train at least 90% of facility technicians and operators in customer service by end of 3rd quarter FY 03.
2. Ensure 100% compliance of personal standards are met pertaining to customer service.

Goal: To achieve 2% patronage/participation increase by end of FY 03.

Objectives:

1. Add at least two (2) new bus trips per quarter.
2. Coordinate information dissemination for services and programs through the RDS Marketing Office at least one month prior to event.
3. Maintain utilization and customer information database through use of the RecTrac system with 90% accuracy.
4. Establish complete Central Registration (one stop shopping) for all RDS programs, classes, bus trips, tickets sales, etc. by 3rd quarter FY 03.

Goal: To provide skilled job related training to the facility staff based on Individual Development Plans, which are updated on a yearly basis.

Objectives:

1. Research specific training that is needed to provide professional service to patrons with no less than five specific opportunities per year.
2. All personnel must attend planned and scheduled training and provide evidence of compliance with no less than one excused absence.